

PARKING ENFORCEMENT OFFICER

GRADE: 11

FLSA: NON-EXEMPT

CHARACTERISTICS OF CLASS:

The Parking Enforcement Officer performs responsible duties in the enforcement of parking regulations handling all specific assignments, problems and related duties. The work requires contacts within the Police Department and other City departments, outside agencies and the general public both supplying and seeking information related to the work and acting as a good will ambassador for the City. Physical demands are limited and working conditions usually good with exposure to the elements. The work is subject to general instructions and established routines with supervision of progress and review of results; and, is supportive of parking functions and ordinances.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Patrols area of responsibility in the most effective and efficient manner possible throughout shift.
- Issues parking citations legibly and accurately using either a hand held computerized ticket printer or by hand written ticket.
- Assists citizens and others by providing information about parking ordinances and regulations, fines, the proximity of legal parking areas, and other information as required and/or requested.
- Assists citizens and others by being welcoming, accessible and ready to provide direction, help and general information about the City.

- Reports missing, confusing, defaced or deteriorated signs, meter problems, etc. and any other unusual situation as may be appropriate.
- Reports unusual parking problems and requests for police assistance.
- Prepares routine reports on activities and other reports as required.
- Collects monies from meters.
- Presents information at court hearings as required.
- Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Candidates must possess the minimum of a high school education. Experience in security work and courses in safety, first aid, CPR, etc. are preferred. Must possess an appropriate driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

- Some knowledge of Rockville City streets, landmarks, governmental structures, businesses, etc.
- Knowledge of safety, first aid, CPR, etc.
- General knowledge of laws, codes and ordinances relating to parking.
- Skill in dealing with the public in a friendly, helpful manner as well as firmly but with tact and courtesy depending on the circumstances of the interaction.
- Skill to be able to use a computerized hand held ticket printer.
- Ability to learn laws and ordinances regarding parking and traffic court procedures.
- Ability to understand and follow oral and written instructions.
- Ability to react quickly and calmly in emergency situations.
- Ability to prepare simple reports and records.
- Ability to use a portable ticket printer as well as issue hand printed tickets.